

CIA

## Central Intelligence Agency



Washington, D. C. 20505

20 OCT 1988

ServiceMaster Industrial  
Management Services  
983 Old Eagle School Road  
Wayne, PA 19087

Dear Mr. Thorne:

This letter confirms my communication of October 12, 1988, with you concerning the possibility of ServiceMaster being included in any solicitation for future facility management contracts with this Agency. As I stated to you in the cited telephone communications, the Agency will be publishing a competitive request for proposals (RFP) for a multi-year custodial, operations and maintenance, and facility support contract for our Headquarters facilities in the first quarter of calendar year 1989. A copy of the RFP will be forwarded to your firm.

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Sincerely,

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Procurement Executive

PE/O [redacted] :ba (20 Oct 88)

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OL 0136-88

17 October 1988

MEMORANDUM FOR THE RECORD

SUBJECT: ServiceMaster Industrial Management Services

REFERENCE: ServiceMaster Letter Addressed to the DDA,  
dtd 31 Aug 1988

On 12 October, I contacted Mr. Roger Thorne, Division Manager - East Coast concerning his request to discuss ServiceMaster's "unique facility support services program" with the DDA. He stated that the firm is currently under contract with the Department of the Army to provide management services in custodial, maintenance and operations of Army facilities in the Washington Metropolitan Area. According to Mr. Thorne, what ServiceMaster normally provides are management personnel to assist in the management of government custodial and maintenance personnel. This amounts to productivity improvement activity.

Mr. Thorne was under the impression that this Agency also utilized its own employees for custodial and maintenance activities. I informed him that the Agency has contracted out such work for its facilities; and that the current contractor is Ogden Allied. He requested to be included in the list of bidders for any follow-on contracts for facilities operations and maintenance, custodial or food service support. I agreed to include ServiceMaster in the distribution of the FY-1989 FRP for the support of the Headquarters [redacted] A follow-up letter will be forwarded to ServiceMaster.

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PE/OL [redacted] (20 Oct 88)

Orig - PE/Official

2 - DDA

1 - OL/PMS

1 - OL/Files

1 - PE/Chrono

1 - FMG

[redacted]  
Procurement Executive

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